

PROGRAM MANAGER
(Regional Director, Office of Youth Services and Job Corps)
GS-0340-15

I. INTRODUCTION

This position is located in the Office of Youth Services and Job Corps within a Hub Regional Office of the United States Department of Labor (DOL), Employment and Training Administration (ETA). The Regional Office comprises a Hub and may be paired with an affiliate established to manage and direct all workforce development activity throughout the multi-state ETA geographic area for which the Office is responsible. The Regional Director a) provides leadership, manages and directs the work of the Office related to Job Corps and other Youth Services (ETA's Youth product line) in the Hub; b) serves as principal assistant to and reports directly to the National Director of Job Corps on all matters related to the Job Corps program; c) serves as the chief spokesperson and focal point for broad regionwide workforce development system policy and issues related to Job Corps and other Youth Services; d) coordinates the staff resources of the region to facilitate the exchange of information; and e) coordinates the resolution of issues, and implementation of action plans as appropriate, ensuring that all Hub Office efforts are strategically aligned in furtherance of developing an effective workforce development system that benefits America's youth and employers.

II. PRINCIPAL DUTIES AND RESPONSIBILITIES

Administers the Hub Regional Job Corps program within delegated authority from the National Director of Job Corps establishes Hub Regional Job Corps policies and plans, and directs activities designed to meet Regional requirements and objectives of the National Job Corps program; interprets and implements National Job Corps policy within the Hub Region, making significant contributions to the development of policy at the National level and success of the program at the Regional level.

Serves as Regional advocate for ETA's Youth product line and provides Regional leadership, direction, monitoring, and evaluation of performance of the comprehensive system of ETA funded youth employment and training programs which include the Job Corps program, the School to Work system, the Summer Youth Program, Youth Opportunity Grants, and other State and local formula and discretionary grant programs. Promotes the integration of youth services into the "one stop" delivery system for youth and adults.

Negotiates, awards, and administers contracts for the operation and administration of Job Corps Centers with a variety of training configurations, admissions and placement operations, and support services for Job Corps activities within the Region; provides oversight, monitoring, and review of Job Corps operations in accordance with national policy, performance standards, and provisions of contracts and/or interagency agreements. Assures the achievement of Job Corps national program goals and the delivery of quality services to disadvantaged youth. Identifies and manages Job Corps

center facility and construction needs. Participates with the National Office in the selection of sites and the establishment of new centers in the Hub Region. Plans, directs, and contracts for enrollee recruitment, selection, and assignment to centers; transportation activities; and job development, placement, and support services to students.

Advises and assists the National Director of Job Corps, the Regional Administrator, and other ETA executive staff on all matters within the scope of Office of Youth Services and Job Corps responsibility. Strategically manages resources to ensure high performance, greater public accountability, quality service, and customer satisfaction. Provides advice and assistance on strategic planning, policy, program operations and performance accountability for the development and administration of the Office's contribution to a national workforce investment system.

Brings the voice of customers, stakeholders, and partners into the organization. Incorporates customer feedback into goal setting and operational outcomes. Promotes and leads organizational change, leveraging its impact. Ensures that all interested parties are kept informed about key activities and developments. Fosters a commitment to a team approach to work. Applies state-of-the-art technologies to generate new ideas and solve problems. Establishes empowerment as an organizational principle and objective.

III. FACTORS

Factor 1 – Program Scope and Effect

Scope: Oversees, manages and directs ETA's Youth product line in a Hub Office, including Office assets operating throughout the multi-state area. The Regional Director's primary responsibility involves administration of the Hub's Job Corps program encompassing one or more Job Corps centers and contract support services in a multi-State area. The Regional Director is responsible for establishing Youth Services and Job Corps policies and plans and directs activities designed to meet regional requirements and objectives of the national program. The Regional Director is responsible for interpreting and implementing national policy within the Hub region, making significant contributions to the development of policy at the national level, and developing significant innovations and adaptations for the success of programs at the regional level.

Effect: The programmatic aspects of Job Corps require a diverse and complex range of professional functions including: contracts and agreements with a wide variety of public and private organizations and businesses; contacts with industrial, union, education, and civic leaders at all levels for promotional, conciliatory, and contractual purposes; the establishment and maintenance of personal and official relationships with heads of Federal, State, and local agencies and private contractors participating in the Job Corps Centers and selection, referral and placement programs for the purpose of furthering these programs and the policies of the Regional and National Offices; entering into contracts with private contractors, schools, colleges, human resource development programs, employment services, and

organizations for purposes of recruiting, screening, training, or placing students; the evaluation and review of quality and effectiveness of actions of cooperating and participating agencies, firms and organizations, including Center programs and training curricula, related to Job Corps goals and objectives.

The work also directly involves and significantly impacts the operating program activities of the Office as a responsive, customer-service driven segment which promotes State and local buy-in of ETA programs and ensures their implementation throughout the area of influence and scope of responsibility. Coordinates Office activities with other Offices and other ETA organizations to assure a seamless implementation of ETA initiatives and the overall accomplishment of the ETA Mission.

Factor 2 – Organizational Setting

The Regional Director reports to the National Director of Job Corps for all aspects of the Job Corps program and to the Regional Administrator for Youth Services and crosscutting regional issues. The National Director and the Regional Administrator provide guidance in terms of broad, general policy direction, strategic goals, and resources available to carry out the Office's business. The Regional Director independently plans and carries out the organization's business functions throughout the Hub Office's areas of responsibility. The National Director and the Regional Administrator, as appropriate are available for consultation where arising situations impact agency policy. Work is reviewed in terms of program success and accomplishment of goals and objectives. This position reports directly to SES members.

Factor 3 – Supervisory and Managerial Authority Exercised

The Regional Director directs the operation and administration of the Youth Services and Job Corps programs in the Hub Office. The incumbent directs the development and justification for program funding and staff resources necessary to effectively carry out program mission and functions. The Regional Director administers the programs through subordinate supervisors. The incumbent establishes program policies, goals and objectives, critical priorities, and procedures governing organizational operations and relationships with other Federal agencies, States, private sector contractors and employers, and the general public.

This position accomplishes work through the technical and administrative direction of others. Oversees the overall planning, direction, and timely execution of ETA programs and initiatives throughout the Office, including development, assignment and higher level clearance of goals and objectives for supervisors and managers of subordinate organizational units.

Incumbent exercises final authority for the full range of personnel actions and organization design proposals recommended by subordinate supervisors, except in those few instances where the decision would exceed delegated authority.

Factor 4 – Personal Contacts

Subfactor 4A – Nature of Contacts

Interacts with other Office Directors within the organization, officials at all levels within ETA and DOL, officials of other Federal agencies, Congressional staffers, and State, local and interest group leaders to share information and learn their viewpoints about trends which may affect program-related operations. Contacts may include meetings, briefings, and presentations, are sometimes unplanned, and may require extemporaneous response to unexpected or hostile questioning. Committee, panel, board, and briefing responsibilities often require extensive preparation by the incumbent and subordinates to afford an acceptable technical familiarity with a highly complex and specialized subject matter.

Subfactor 4B – Purpose of Contacts

The purpose of contacts is to ensure that program policies, procedures and regulations, and contract requirements are negotiated and enforced. Contacts are also to influence State and local governments to buy into and comply with ETA programs and initiatives and persuade union and employer officials to become and remain active participants and partners in those programs and initiatives. These contacts involve active participation in one-on-one meetings, conferences, presentations and negotiations regarding issues of considerable importance to the programs. The Regional Director manages and resolves conflicts, resistance and disagreements in a constructive manner; and justifies, defends, negotiates, and represents youth program segments and projects to commit resources. At any given time one or more of the diverse array of customers, stakeholders, constituents, and partners may view ETA programs and initiatives as presenting significant organizational or philosophical conflicts to their own interests, or advancing objectives which are in competition with their own. Highly developed communications, negotiations, conflict resolution, and leadership skills are essential to effective interpersonal relationships encountered by the incumbent.

Factor 5 – Difficulty of Typical Work Directed

The highest grade which best characterizes the nature of the basic nonsupervisory work of the organization, and which constitutes 50% or more of the workload of the organization is GS-12.

Factor 6 – Other Conditions

Manages those ETA programs and initiatives for which the Office is responsible through subordinate supervisors, each of whom directs substantial workloads comparable to the GS-12 level. Assures that subordinate supervisors provide supervision and oversight, involving significant and extensive coordination and integration of the number of important projects and program segments in their areas of responsibility and expertise. The incumbent is required to be a warranted U.S. Government Contracting Officer and exercises supervision over numerous Job Corps contracts directly and

indirectly through subordinate regional Job Corps staff.

V. OTHER SIGNIFICANT FACTS

The Regional Director will be required to travel frequently by any means of government or public transportation to meetings, conferences, and activities elsewhere in the United States, its commonwealths, territories, and possessions. Occasional international travel may also be required by particular programs or assignments.